

QUESTIONS & ANSWERS
RFP # 15-011-19
PERMITTING SYSTEM
CONSTRUCTION CODE ENFORCEMENT

1. For the Mandatory Pre-Bid Meeting – will there be a remote conference call option available or is it mandatory to be onsite? **Yes there will be a remote conference call option, please see the attached addendum # 1.**
 2. Do you have Attachment A in an editable format such as excel? **I will forward you the attachment # 1 in an editable format.**
-

MaintStar was unable to attend yesterday's pre-bid meeting. Question: Are there any notes or is our ability to submit an RFP still acceptable by the County of Shelby?

The pre-bid was mandatory and you had to be physically there or attend by teleconference. If you did not attend you cannot submit a bid.

- (1) Are we requesting an off the shelf software system or a custom system
I feel that all vendors need to submit what they feel will be their best solution for Shelby County.
 - (2) Do we wish the vendor to host the software system or installed on our computers
We prefer that this system not be hosted. However, we will entertain all solution submitted.
 - (3) What version is the ESRI software we are using?
SQL Server 2008 R2 is the SQL version.
ArcGIS of Server 10.2 but will be upgraded to 10.3 this month
 - (4) What type of payment system are we currently using
 - a. **We currently use the payment system integrated with our current software Permit Plus.**
 - b. **Our office has just upgraded to the Ingenico ITC250 credit card machine**
 - c. **Hosted by third party: Elavon handles current credit card processor for in house payments.**
 - d. **Moving forward we will offer both in house payment and payment processing from your Web APP and Web Site that are PCI compliant.**
 - (5) Do we want an integrated payment system bid with software or offered as an alternate?
Should a vendor have the ability to integrate a different payment processor please describe as an option for a 3rd party processor.
 - (6) What type of device do we want for mobile users
 - a. **Dell Latitude E6410 laptops, Windows 7**
 - b. **Samsung Galaxy S4 Mini smart phone**
 - (7) Number of electronic plan reviewers? **50 each planners**
 - (8) Number of logins or number of individuals to use system? **150 staff including Planners**
-

- Will you please provide the General Application Capabilities matrix in Excel so we can respond to the requirements directly? **Please see attached.**
 - The County provided the number of named users to the system as 150 staff including planners. We are interpreting this as the total number of users to be trained. Is that correct? **Yes**
 - How many users will require access to the system at the same time? **Min. 150** Note: Question 59 in the General Application Capabilities matrix mentions 200 concurrent users? **This figure is for user and acceptance phase testing, measures and benchmarks for performance issues.**
 - What data would the County like converted (i.e. permits, inspections, code cases, contact information, etc.)? **Historical Data from our current system and all associated data to run our operation as we currently run.**
 - Are there any other systems other than Permits Plus that will require conversion into the new Software Permitting System? **No**
 - The RFP mentions real-time interfaces with: Will you please clarify the interfaces required? Also, if there is a system to integrate with please advise the system. **The interfaces you choose to bid is up to your products capabilities. This RFP demonstrates many option for all vendors.**
 - Office of Planning & Development
 - MLGW
 - Shelby County Assessor's Office
 - Shelby County Clerk's Office
 - Shelby County Register's Office
 - City of Memphis Mayor Action Center
 - Shelby County Mayor Citizen Center
 - General Sessions Environment Court
 - Shelby County Finance
 - Does the County utilize central cashiering or are payments to be collected in the new Software Permitting System? **We will collect all money through the permitting system.**
 - The RFP mentions on page 13 to provide a proposed schedule beginning at Notice to Proceed and ending at Go Live (as defined herein.) Page 10 Project Time Frame and Page 13 Project Time Frame notes "The initial contract term will begin immediately upon execution of the contract through June 30, 2015" however during the Pre-Proposal meeting it was discussed that June 2015 is not the required Go Live date. Will you please clarify the desired Go Live date? **Upon completion for testing all interfaces, training**
 - Has Memphis and/or Shelby County seen any web or onsite demos from any vendors in the past two (2) years? **Yes** If so, which vendors have provided demos? **iWorQ Systems, Accela Automation, City Force**
 - Does the County has a budget for purposes of this RFP? **Yes** If so, will you please provide? **No.**
-

Will the agency consider granting a one week extension to the currently set due date of January 9, 2015. Given the upcoming holidays this extension will allow vendors the time needed to deliver a compressive proposal.

I am sorry we cannot answer your question based on the deadline for submitting questions has expired. The deadline was 12:00 pm, Friday, December 19, 2014. Your question was received at 3:03 pm.

1. Please confirm, there will be a total of 150 named software users, 50 of these users will access electronic plan review. **YES**
 2. Can you provide the license types that the software will manage? (i.e.: trade licenses, other professional licenses) **Yes, Trade License (Building, Electrical, Mechanical, Gas, Plumbing)**
 3. Is the current licensing data also in Permits Plus? **Yes. Also, Registered State License Holder are required to register their Information locally and will require an interfaced with the State of Tennessee**
 4. How many users (field inspectors, enforcement officials) will require mobile applications? **65 Code Enforcement Personnel, and unlimited Customers**
 5. Has the County seen demonstrations from any permit system software providers prior to the release of the RFP? If so, which providers? **Yes, iWorQ Systems, Accela Automation, City Force**
 6. Does the County have an estimated budget for this project? **Yes, and those figure are not available**
-

1. Does the County have a budget (range) for this project?
Yes, however we will not make that number available.
2. How many total named users (unique logins) are expected to use the new system by department and/or division? **150 each**
3. How many inspectors (unique logins) will need field access? **65 each**
4. How many unique users need access to plan review and plan mark-up functionality? **50 each**
5. Is multi-lingual support required for the public permitting portal (e.g., English and Spanish)? **No, we currently offer both English and Spanish to our customer through the IVR. A portal Spanish version would be very helpful.**
6. Is there a requirement for Section 508 compliance for the public permitting portal (e.g., accessibility services for the visually impaired)? **No**
7. Can the County provide a list of Active Compositions in Permits Plus? **39 each**
The following 16 compositions have no Sub Types. Address, BOA, BOADJ, Design, DEV, Disaster, Floor, Illg.Work, MADEE, MegaDev, PlanDev, Proj, SE, STR, Unit
8. From the List of Active Compositions can the County provide the associated Sub Types? **Please see Attachment.**

9. Can you provide counts from the following tables:

- APD_ADR, 1272213 records
- APD_PAR, 439352 records
- APD_PEO, 3021991 records
- APD_INSP, 5025795 records
- FEE_TRN, 149926 records
- FEE_SUM, 1930663 records
- APD_MON0, 1254666 records
- APD_MON1, 361905 records
- APD_MON2, 0 records
- APD_NUM0, 1282668 records

- APD_NUM1, 0 records
- APD_NUM2, 0 records
- APD_TXT0, 1293865 records
- APD_TXT1, 810517 records

10.Can you explain more details about the General Sessions

Interface? Our office cites people to court. This is currently a manual process that we need to have automated.

11. Is it a bi-directional interface or batch interface that processes the data nightly? If this question is referring to question #10, a batch would be preferred for this instance.

12.Does the County expect that the Avaya IVR will be integrated into the new Solution? Yes

13.How many inspections are scheduled on a daily basis via IVR?

500 – 600 Daily

14.Are the schedule inspections loaded directly into Permits Plus? Yes, 99% come via Selectrons IVR, while the other 1% is a manual process.

15.Is it expected that the ESB system will be integrated into the new system? Yes

16.Is ESB Web Serviced enabled? Yes

17.Does the County have any other interfaces such as financial interfaces to process payments? Yes,

Acella Comp Type

Building Demo	
Sub Type	Description
ASSEM	Assembly
BUS	Business
EDU	Educational
HAZ	Hazardous
IND	Industrial
INST	Institution
MERC	Mercantile
MIXED	Mixed Use
MULFAM	Multi-Family
RES	Residential
STOR	Storage
UTILITY	Accessory Structure

Building	
Sub Type	Description
ASSEM	Assembly
BUS	Business
EDU	Educational
HAZ	Hazardous
IND	Industrial
INST	Institution
MERC	Mercantile
MIXED	Mixed Use
MULFAM	Multi-Family
RES	Residential
STOR	Storage
UTILITY	Accessory Structure

C of O	
Sub Type	Description
ASSEM	Assembly
BUS	Business
EDU	Educational
HAZ	Hazardous
IND	Industrial
INST	Institution
MERC	Mercantile
MIXED	Mixed Use
MULFAM	Multi-Family

RES	Residential
STOR	Storage
UTILITY	Accessory Structure

CAED	
Sub Type	Description
20	Elect. Contractor
21	Master Elec
22	Master Elec Inactive
23	Journeyman Elec
24	Journeyman Lineman
25	Apprentice Electronic Te
26	Journeyman Sign Installer
27	Apprentice Elect
28	Journeyman Electronic Te
29	Low Voltage Fire Alarm C
30	Apprentice Sign Installe
31	lighting Fixture Install
32	Lighting Fixture Maint
33	Electrical Maintenance M
34	Electrical Elevator inst
35	Industrial plant Electri
36	Supervising Sign Install
37	Residential Electrician
38	Residential Electrician
39	Industrial Maintenance E
40	Mechanical Contractor Retired
41	First-Class Mech Contractor
42	Third-Class Mech Contractor
43	Refrigeration Domestic
44	Steam/Refrigeration Eng
45	Steam/Refrigeration Eng
46	Steam Eng 1st
47	Steam Eng 3rd
48	Refrigeration Eng 1st
49	Refrigeration Eng 3rd
50	Commission Boiler Inspec
51	Commission Elevator Insp
52	Master Gas A Contractor
53	Master Gas A Contractor

54	Master Gas B Contractor
55	Gas Installer A
56	Gas Installer B
60	Master Plumber
61	Journeyman Plumber
62	Apprentice Plumber
63	Septic Tank Cleaner
64	Septic Tank Installer
65	Inactive Master Plumber
66	Inactive Journeyman Plum
67	Utility Contractor
BHI0	BUILDING HOME IMPROVEMENT CONT
BLC0	BUILDING LOCAL CONTRACTOR

CompBldg	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayors Center
INTERNAL	Building Complaint

CompElec	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayors Center
INTERNAL	Electrical Complaint

Complain	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayor Center
INTERNAL	Walk-in/ Phone/ Mail/ Other

CompLDSC	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayors Center
INTERNAL	Building Complaint

CompMech	
Sub Type	Description

CITY	Citizen Service Center
COUNTY	County Mayor Center
INTERNAL	Mechanical Complaint

CompPlum	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayors Center
INTERNAL	Plumbing Complaint

CompSign	
Sub Type	Description
CITY	Citizen Service Center
COUNTY	County Mayor Center
INTERNAL	Walk-in/ Phone/ Mail/ Other

Damage	
Sub Type	Description
Fire	Fire Damage Assessment
Flood	Flood Damage Assessment
Ice	Ice Damage Assessment
Other	Other Damage Assessment
Quake	Earth Quake Damage Assessment
Wind	Tornado/Wind Damage Assessment

Elec	
Sub Type	Description
COM	Commercial
EDU	Educational
IND	Industrial
RES	Residential
SPCUSE	Special Use

Elec_Mtr	
Sub Type	Description
COM	Commercial
EDU	Educational
IND	Industrial
RES	Residential
SPCUSE	Special Use

Elev	
Sub Type	Description
COMEXIST	Existing Commercial
COMNEW	New Commercial
MULFAM	Multi-Family
RESEXIST	Existing Residential
RESNEW	New Residential

HistElev	
Sub Type	Description
COMEXIST	Existing Commercial
COMNEW	New Commercial
MULFAM	Multi-Family
RESEXIST	Existing Residential
RESNEW	New Residential

License	
Sub Type	Description
BLDG	Building License
ELEC	Electrical License
GAS	Gas License
MECH	Mechanical License
PLUM	Plumbing License

Mech	
Sub Type	Description
COMEXIST	Existing Commercial
COMNEW	New Commercial
MULFAM	Multi-Family
RESEXIST	Existing Residential
RESNEW	New Residential

Misc Fee	
Sub Type	Description
CODE	CODE AMENDMENTS
COPIES	COPIES
FINES	Contractor Fines
INTERNAL	Internal Research
LANDSCAP	LANDSCAPE DESIGN
REJECT	REJECTION LETTERS
RESEARCH	RESEARCH

ZONING	ZONING LETTERS
--------	----------------

Parcel	
Sub Type	Description
NCS	NON CONFORMING STRUCTURE
NCU	NON CONFORMING USE

Plum	
Sub Type	Description
COM	Commercial
EDU	Educational
NONRES	Non-Residential
RES	Residential
SPCUSE	Special Use

Sign	
Sub Type	Description
BILLBD	Billboard
CANOPY	Canopy
GROUND	Ground
OTHER	Other
POLE	Pole
WALL	Wall

Srenewal	
Sub Type	Description
Ground	Ground Sign
Marquee	Marquee Sign
Other	Other Type Sign
Roof	Roof Sign
Wall	Wall Sign

Tag It	
Sub Type	Description
RECEIVED	Tag-It Sent to be Scanned

Requirement #121 in Attachment A states the need for on-line, credit card, check and cash payment options. Are escrow accounts (aka, trust funds) already a required payment option?

Trust Accounts are used with our current permitting system and will be used on the next software as well.
